



Department of Accounts Charge Card Bulletin

June 16, 2006

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Charge Card Administration

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Issue in Query Builder for SAM

There is a system issue currently in SAM which can produce data on the query that does not fall within the chosen criteria. If you use the Criteria of "Like, Last Billing Cycle" it can give you data that falls outside that cycle; therefore, you must use the criteria of "Between" and identify start and stop dates. This issue does not happen all the time, but GE has a fix in place scheduled for the fall. In the mean time please adjust any saved queries you may have as well as any ones you design in the future to compensate for this potential issue.

Payment Due Dates

This is a reminder that all GE MasterCard payments must be made on time. The following is the policy for the three GE MasterCard programs:

Purchase Card – is due by the 8th of each month.

Agency Travel Cards (ATC) – is due by the 8th of each month.

Employee Liability Travel Cards – due upon receipt of the bill but no later than the 15th of the month.

REMEMBER – to take into account weekends and holidays since CARS does not process on weekends and holidays.

Travel Cards Cancelled by GE

Any travel cardholder for whom a card was cancelled by GE due to delinquency can never have another GE MasterCard Travel card issued in their name. It is the cardholder's responsibility to pay their bill in full each month regardless if they have been reimbursed for their travel expenses, being overseas, etc. Cardholders can access their account online and set up for payments online through GE's NetService. There is a cardholder tutorial on the CCA Web page under GE MasterCard Information which describes how they can do this.

SAM Fiscal EZ Guide

There is a new guide for fiscal, internal audit, etc staff who has access to SAM for reporting and query functionality. This guide is available by emailing cca@doa.virginia.gov and the file will be emailed back to you.

Lora.George@doa.virginia.gov

Crucial Dates

June 14th

Monthly PA Call

July 5th

Monthly SAM Refresher Training

July 12th

Monthly PA Call

Sept 10th – Sept 13th

GE Annual User's Conference in
Dana Point California

1st Week of October

DOA and GE training across the
State

October 11th through 13th

VAGP Fall Conference, Newport
News

November 12th through 15th

DGS/DPS Public Procurement
Forum at the Hotel Roanoke

GE Contact Information

Customer Service for PA's

Email: Cov.Crr@ge.com

Phone: 1-866-843-1368

Customer Service for Cardholders

Phone: 1-866-834-1327

Overseas Collect:

801-464-3232

DOA Contact Information

Email: CCA@doa.virginia.gov

Phone: 804-371-4350

Fax: 804-786-9201

PA Training

This is a reminder that all Program Administrators and their backups must complete the Annual Training on the CCA web page by July 1st. To obtain credit for taking the training you must follow the directions in each training module.

No Cards to be Processed

GE MasterCard will be going through a system upgrade in July which will prevent any new cards to be processed from July 15th through July 25th. Any lost or stolen cards will be replaced during this time, but no new cards will be processed. Please keep this in mind with any new applications being sent to you.

New Turbo Files

Due to GE MasterCard's new system upgrade in July, the file format of the Turbo files for Purchase, Individual Liability Travel and Agency Travel Cards will be changing. New Turbo files and instructions will be sent to the Program Administrator's and backups in July. As of July 25th any turbo files sent with the old format will be returned to you to be modified to match the new file format.


SAM Daily Feeds

Due to GE MasterCard's new system upgrade in July, the daily feeds to SAM will be held for approximately 10 days beginning July 15th through July 25th. Agencies will still be able to access data for cycle close ending July 17th in SAM, but any data to SAM from July 24th through July 28th will be delayed in uploading into SAM until approximately July 30th.

GE's Annual User's Conference

GE has released more information about their Annual User's Conference being held this year from September 10th through September 13th in Dana Point, California. There is a Double Tree Hotel ½ mile from the Conference hotel which, as of 6/14, has State Government rates of \$105 a night plus taxes. The hotel's number is 949-661-1100. At this time we are asking that if you are going to attend this event, please email Valerie.Smith@doa.virginia.gov with your flight itinerary and which hotel you will be staying at. We are trying to obtain a bulk rate on the shuttle from and to the airport as well as transportation to and from the Double Tree hotel. If you have any questions or need additional information concerning the conference please contact Valerie at 804-371-7804 or visit the website addressed below.

The Sept. 10 - 13 User Group Meeting in the famous surfing town of Dana Point, CA is a premier educational conference, with two dozen different breakouts and general sessions. We expect more than 200 purchasing, travel, and finance professionals to attend, along with associated vendors. With the ideas and best practices you'll encounter, you can get your program running as sweet as a tailside move on a heavy wave.



To register for the conference online and for detailed descriptions of sessions, events, and logistics, please visit

www.gebusinessmarketplace.com/cardabunga.htm

The conference is also a key venue for providing “Voice of the Customer” to GE. Throughout the meeting, you'll help to shape product development, improve service delivery and influence long-term strategy.